MOTOROLA

AirDefense Mobile 6.1

Installation

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1 Introduction

This document provides step-by-step instructions on how to install Motorola AirDefense Mobile 6.1.

1.1 Document Conventions

The following graphical alerts are used in this document to indicate notable situations:

NOTE Tips, hints, or special requirements that you should take note of.

CAUTION Care is required. Disregarding a caution can result in data loss or equipment malfunction.

WARNING! Indicates a condition or procedure that could result in personal injury or equipment damage.

2 Prerequisites

Read the following prerequisites before you begin the installation. The prerequisites list specific hardware and license requirements.

2.1 Supported Operating System & Hardware Requirements

Before you begin, you must have a laptop with the following specifications:

- 32-bit versions of Microsoft® Windows® XP Service Pack 2 or Service Pack 3 (32 bit), Windows Vista® Service Pack 1 (32 bit), Windows 7 (32 and 64 bit)
- CPU: 1.4 GHz or Higher
- Memory: 2GB or more recommended
- "Disk space: 400MB for install, more required to save packet captures and location diagrams
- Screen Resolution: 1024x768 or higher

2.2 Supported Network Adapters

AirDefense supports the operation of the AirDefense Mobile product when used with the following Atheros®-based network adapter cards:

- PCMCIA card adapter:
  - Cisco® 802.11a/b/g Cardbus Wireless LAN Client adapter CB21AG-A-K9
  - Netgear® WAG511 v1 or v2
  - Linksys® WPC55AG (v1.0, v1.1, v1.2 or v1.3 Hardware Version)
  - Ubiquiti Networks SRC (SuperRange Cardbus) adapter
  - CACE Technologies AirPcap N a/b/g/n Cardbus - Atheros 5416 based chipset
  - AirMagnet® C1060 a/b/g/n Cardbus adapter - Atheros 5416 based chipset
- PCI-Express adapter (with Atheros 5006EX chip set):
  - Lenovo P/N 40Y7026 Mini PCI-Express adapter
  - Ubiquiti SRX (SuperRange Xpress) PCI-Express card
- Wireless-N USB adapter (with Atheros AR9001 chip set):
  - AirPcap NX USB 802.11a/b/g/n adapter
  - Proxim® ORiNOCO 8494 USB 802.11a/b/g/n adapter
  - Ubiquiti SR71-USB 802.11a/b/g/n adapter

AirDefense Certification is based on successful testing by AirDefense Quality Assurance.

The PCI-Express adapter cards listed above use the Atheros Communications 5001, 5001+ or 5001A chipset solutions. AirDefense does not yet certify AirDefense Mobile operation with cards that use the 5002, 5003, 5004, and 5005 Atheros chipsets.

There are other adapters that are not certified but may still work properly with AirDefense; for example, 3Com® and Proxim a/b/g cards.

AirDefense Mobile does not support built-in wireless cards based on the Centrino™ specification.

2.3 Uninstall the Previous Release (Required)

If you are running an older version of AirDefense Mobile, **you must** uninstall it before installing this version.

To uninstall the previous release, go to the Windows **Control Panel** and click on **Add / Remove Programs**. From the list, select **Motorola AirDefense Mobile x.x** and click **Change/Remove**. You will need to reboot the PC before installing the new version.

2.4 Update Network Adapter Drivers (Required)

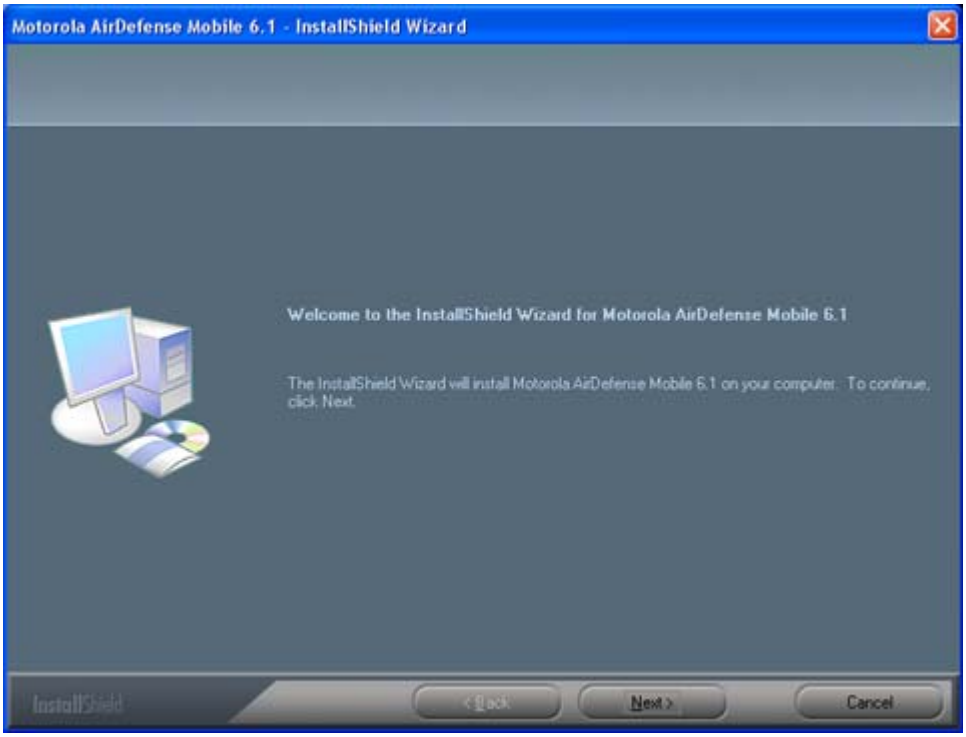
Although you may already have drivers for a supported network adapter, you must update the drivers for Mobile 6.1.

3 Installation

Follow the steps below to install Motorola AirDefense Mobile.

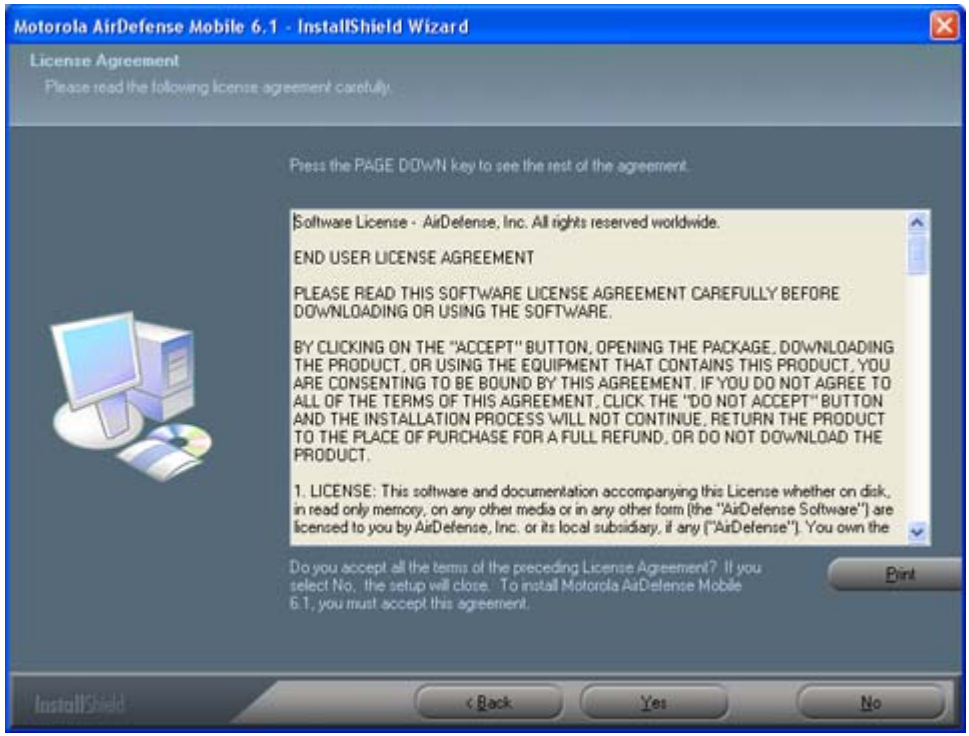
1. Download Mobile 6.1 from the Motorola product website.
2. Navigate to the location where you downloaded the software and double click on the setup execution file **setup.exe**.

   The **Welcome** window displays.


Motorola AirDefense Mobile 6.1 - InstallShield Wizard
Welcome to the InstallShield Wizard for Motorola AirDefense Mobile 6.1
The InstallShield Wizard will install Motorola AirDefense Mobile 6.1 on your computer. To continue, click Next.
InstallShield
< Back
Next >
Cancel

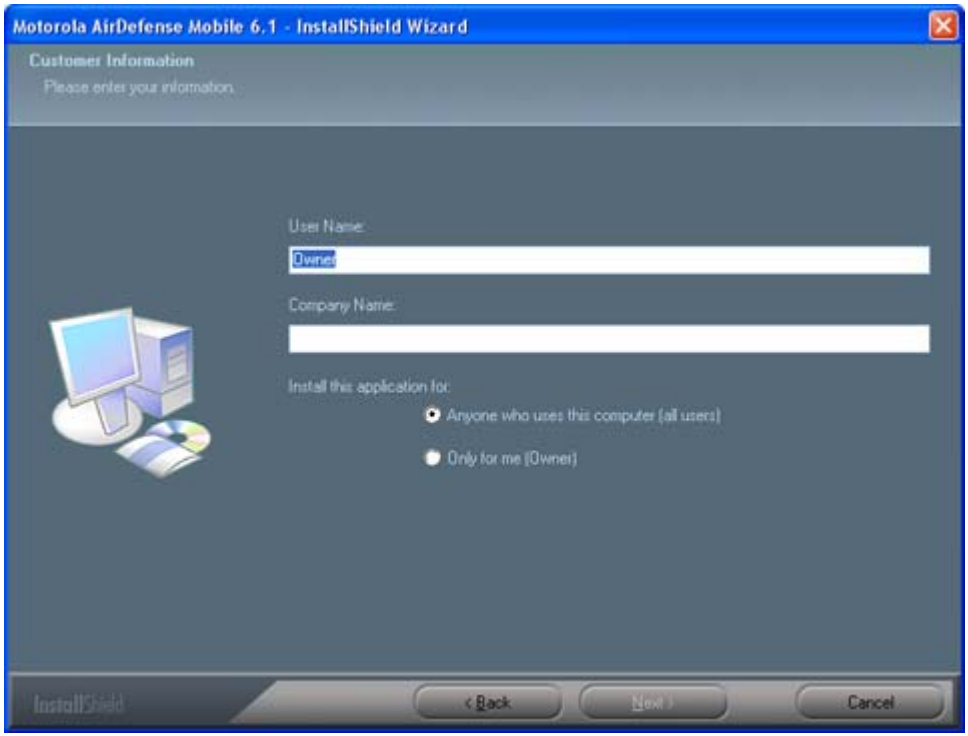
3. Click **Next**.

The **License Agreement** window displays.


Motorola AirDefense Mobile 6.1 - InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
Software License - AirDefense, Inc. All rights reserved worldwide.
END USER LICENSE AGREEMENT
PLEASE READ THIS SOFTWARE LICENSE AGREEMENT CAREFULLY BEFORE DOWNLOADING OR USING THE SOFTWARE.
BY CLICKING ON THE "ACCEPT" BUTTON, OPENING THE PACKAGE, DOWNLOADING THE PRODUCT, OR USING THE EQUIPMENT THAT CONTAINS THIS PRODUCT, YOU ARE CONSENTING TO BE BOUND BY THIS AGREEMENT. IF YOU DO NOT AGREE TO ALL OF THE TERMS OF THIS AGREEMENT, CLICK THE "DO NOT ACCEPT" BUTTON AND THE INSTALLATION PROCESS WILL NOT CONTINUE. RETURN THE PRODUCT TO THE PLACE OF PURCHASE FOR A FULL REFUND, OR DO NOT DOWNLOAD THE PRODUCT.
1. LICENSE: This software and documentation accompanying this License whether on disk, in read only memory, on any other media or in any other form (the "AirDefense Software") are licensed to you by AirDefense, Inc. or its local subsidiary, if any ("AirDefense"). You own the
Do you accept all the terms of the preceding License Agreement? If you select No, the setup will close. To install Motorola AirDefense Mobile 6.1, you must accept this agreement.
Print
InstallShield
< Back
Yes
No

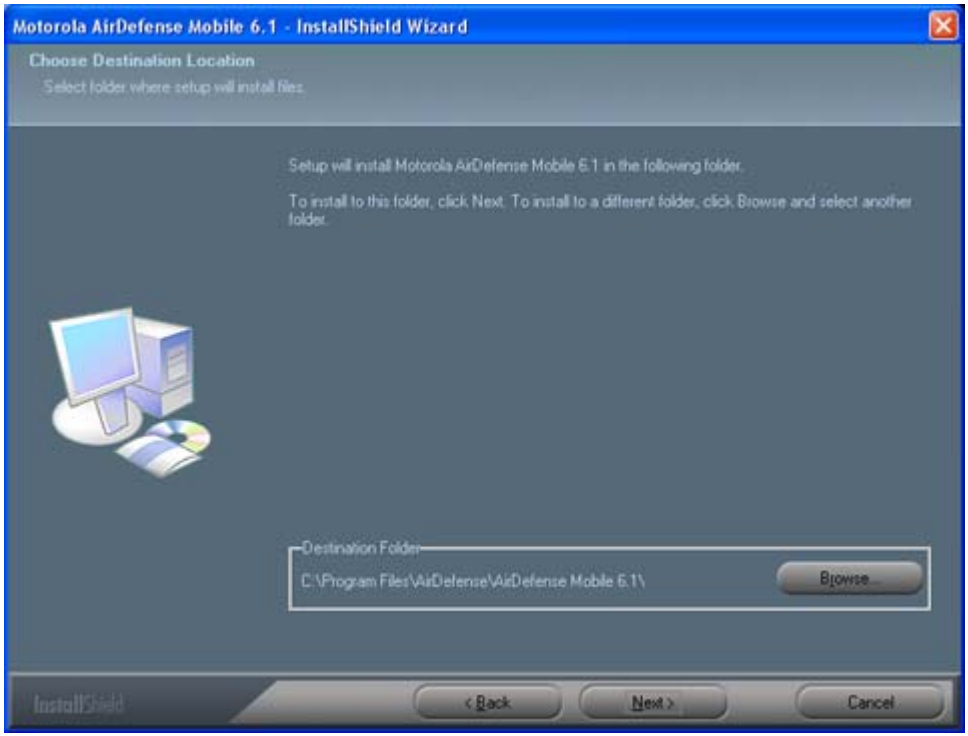
4. Click **Yes** to accept the terms of the license agreement and proceed with the installation. (Not accepting the license agreement terminates the installation.)

The **Customer Information** window displays.



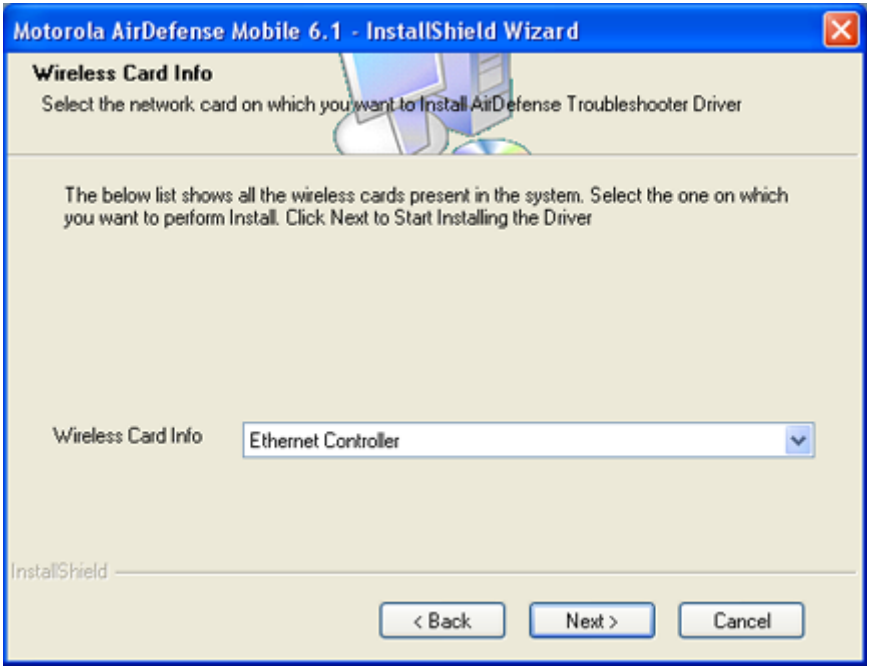
5. Enter your User Name and Company Name, and then select one of the following options to indicate who will be using the application:
   - Anyone who uses this computer (all users)
   - Only for me (Owner).
6. Click **Next**.

The **Choose Destination Location** window appears.


Motorola AirDefense Mobile 6.1 - InstallShield Wizard
Choose Destination Location
Select folder where setup will install files.
Setup will install Motorola AirDefense Mobile 6.1 in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\AirDefense\AirDefense Mobile 6.1\
Browse...
InstallShield
< Back
Next >
Cancel

7. Select the folder where you want the InstallShield to place Mobile 6.1. You can use the **Browse** button to place the software in another location or just accept the default location.
8. Click **Next**.

A **Wireless Card Info** window displays, prompting you for the name of your card so that the proper drivers can be installed.

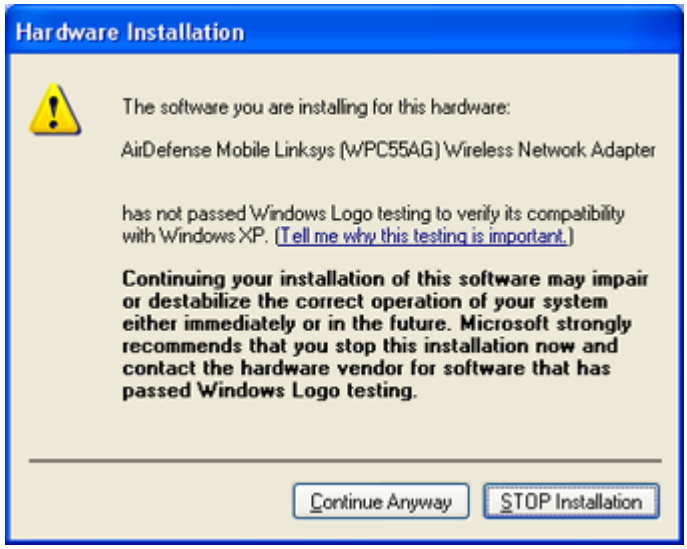

Motorola AirDefense Mobile 6.1 - InstallShield Wizard
Wireless Card Info
Select the network card on which you want to Install AirDefense Troubleshooter Driver
The below list shows all the wireless cards present in the system. Select the one on which you want to perform Install. Click Next to Start Installing the Driver
Wireless Card Info
Ethernet Controller
InstallShield
< Back
Next >
Cancel

NOTE You must have an AirDefense certified network adapter plugged into your computer to install the custom driver! If you do not, the installation will complete but you will only be able to use the Native Scan Mode. Also, if you are installing more than one driver, it is recommended that they not be the same type. For example, installing drivers for a PCI and USB adapter is OK but not drivers for two PCI adapters or two USB adapters.

9. Select a wireless card from the drop-down list.
10. Click **Next**.

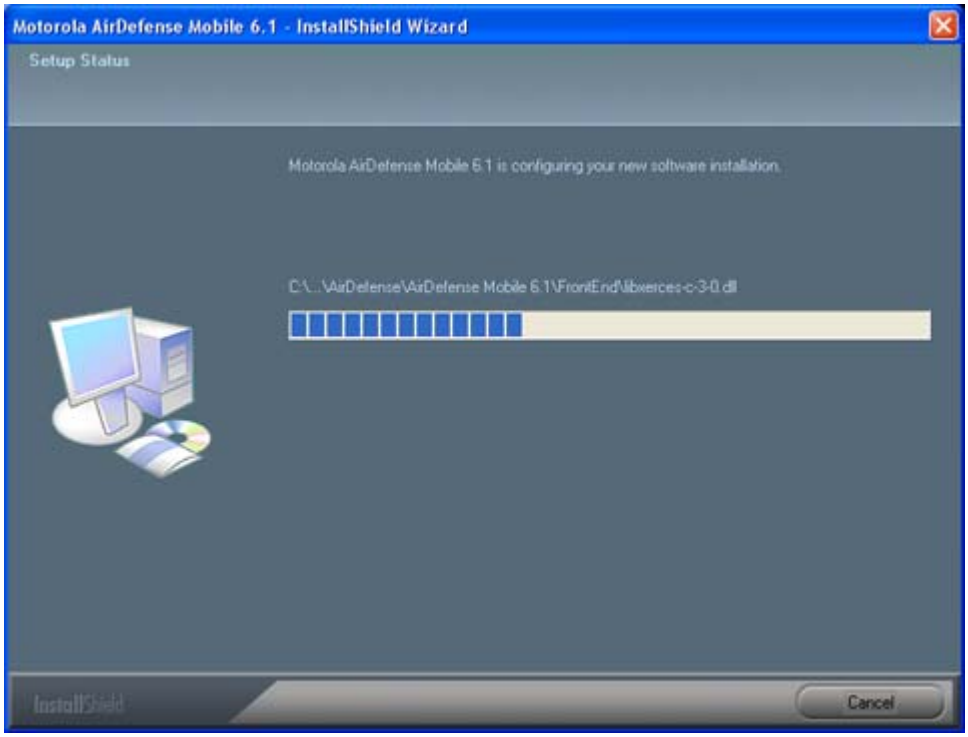
    AirDefense Mobile installs the necessary network driver.

Depending on your wireless card, you may or may not see the following window.

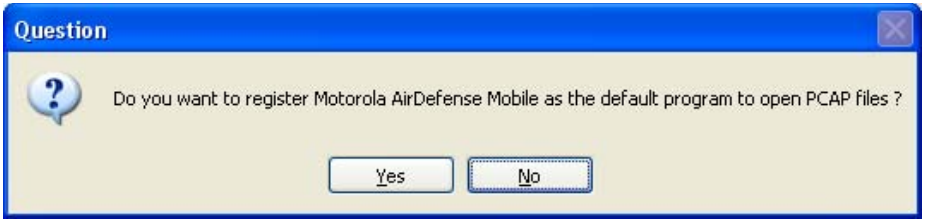

Hardware Installation
The software you are installing for this hardware:
AirDefense Mobile Linksys (WPC55AG) Wireless Network Adapter
has not passed Windows Logo testing to verify its compatibility with Windows XP. (Tell me why this testing is important.)
Continuing your installation of this software may impair or destabilize the correct operation of your system either immediately or in the future. Microsoft strongly recommends that you stop this installation now and contact the hardware vendor for software that has passed Windows Logo testing.
Continue Anyway
STOP Installation

11. If the previous window displays, click the **Continue Anyway** button to continue.

A **Setup Status** window displays showing you the progress of the installation.

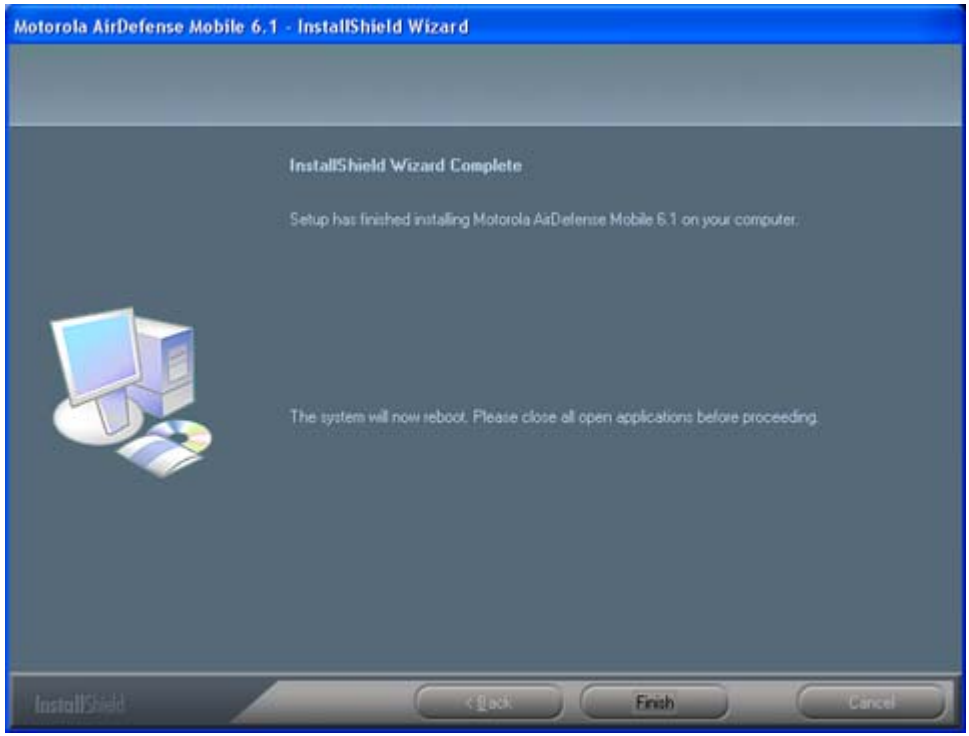

Motorola AirDefense Mobile 6.1 - InstallShield Wizard
Setup Status
Motorola AirDefense Mobile 6.1 is configuring your new software installation.
C:\...\AirDefense\AirDefense Mobile 6.1\FrontEnd\libxerces-c-3-0.dll
InstallShield
Cancel

Then, you are prompted to register Motorola AirDefense Mobile as the default program to open PCAP files.



12. Click **Yes** to register Motorola AirDefense Mobile as the default program for PCAP files or **No** to not register AirDefense Mobile as the default program.

When installation is complete, the **InstallShield Wizard Complete** window appears.


Motorola AirDefense Mobile 6.1 - InstallShield Wizard
InstallShield Wizard Complete
Setup has finished installing Motorola AirDefense Mobile 6.1 on your computer.
The system will now reboot. Please close all open applications before proceeding.
InstallShield
< Back
Finish
Cancel

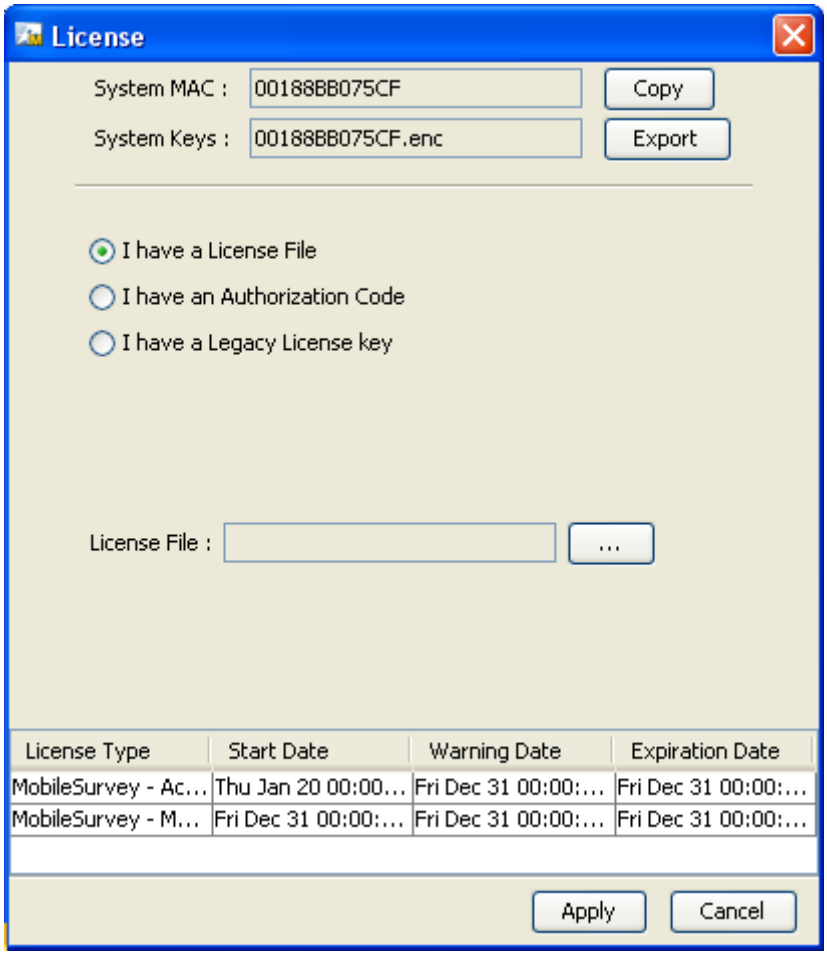
13. Click **Finish**. Your computer will restart.

4 Install License

After installing Mobile 6.1, you must install the license to use it. There are three combination of licenses associated with Mobile 6.1:

- Analysis license —Access only to the **Data**, **Connections**, **Devices**, and **Frames** tabs.
- Survey license —Access only to the **Data** and **Survey** tabs.
- Analysis and Survey license —Access to all tabs.

To install a Mobile 6.1 license, open Mobile 6.1 and select **Help** > **Manage Licenses**.



There are three methods used to install a license:

- Using a license file
- Using an authorization code (the most common method)
- Using a legacy license key.

4.1 Using a License File

A license file contains information about your license. If you have a license file, select the **I have a License File** option. You will be prompted to select the license file.

Use the browse button (...) to locate the file and select it. Once you have selected the licensing file, click **Apply**. The license information is updated.

4.2 Using an Authorization Code

If you have an authorization code, select the **I have an Authorization Code** option. Enter your authorization code, company name, contact phone number, and email address. Then, click **Apply**. The license is installed using the authorization code.

NOTE If you need to use a proxy to access the internet, select the **Use proxy for Internet Access** option. The proxy settings must already be configured using **Configure** > **Configure Proxy Settings**.

4.3 Using a Legacy License Key

If you have a license key, just type in the key and click **Apply**. The license is installed using the license key.

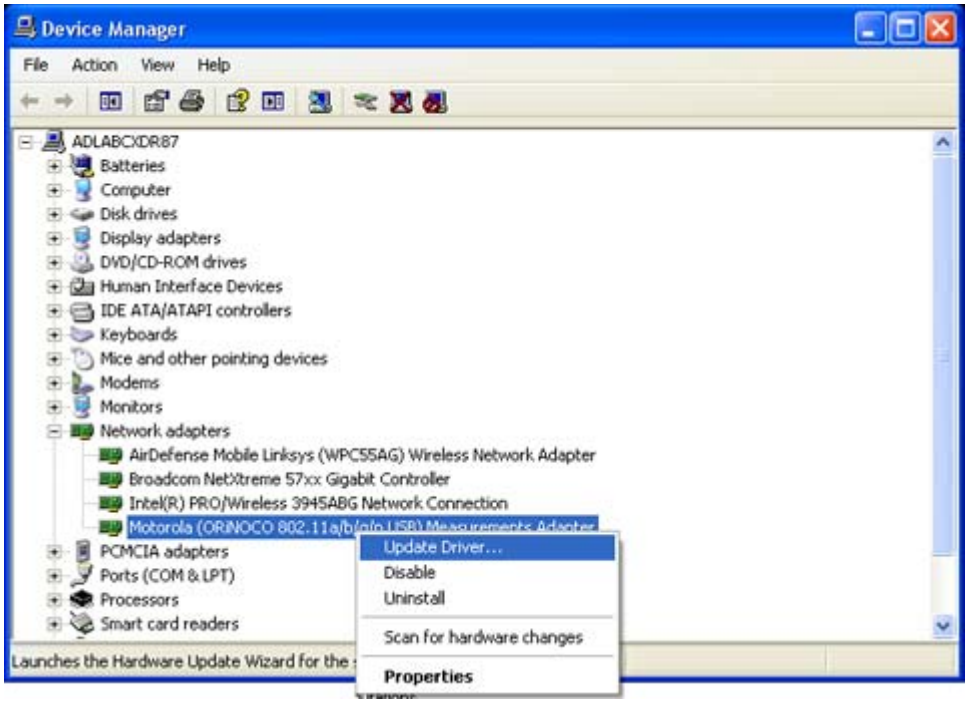
NOTE When you use a legacy license key from a previous version of Mobile, the Survey feature of Mobile 6.1 is not activated.

5 Manual Installation of Network Adapter Drivers

NOTE Manual installation of drivers for network adapters only needs to be done if you receive an NDIS error or a driver not found error.

NOTE When performing this procedure, the network adapter must be connected and Mobile 6.1 must not be running. Also, this procedure is for Windows XP. If you are running another version of Windows, adjust accordingly.

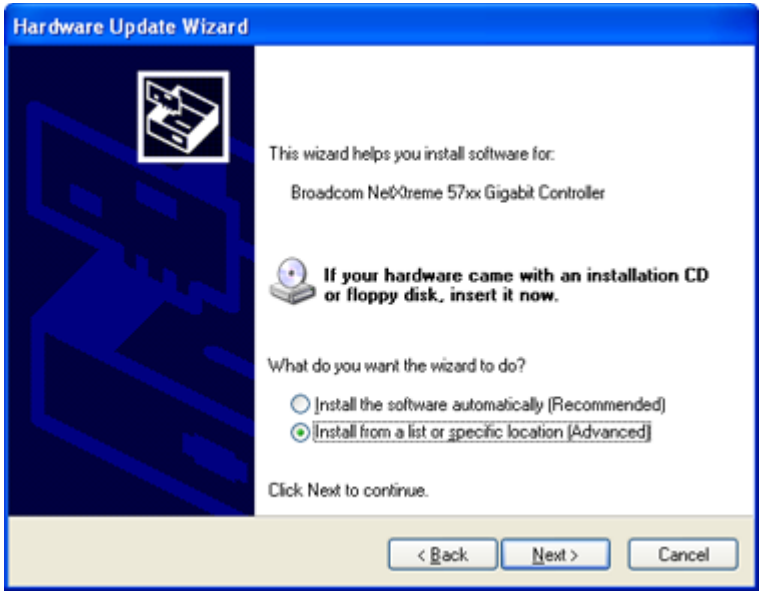
1. Access the **Control Panel** and navigate to **System** > **Hardware** > **Device Manager** > **Network adapters**.
2. Locate your network adapter in the list, right-click on it, and select **Update Driver**.



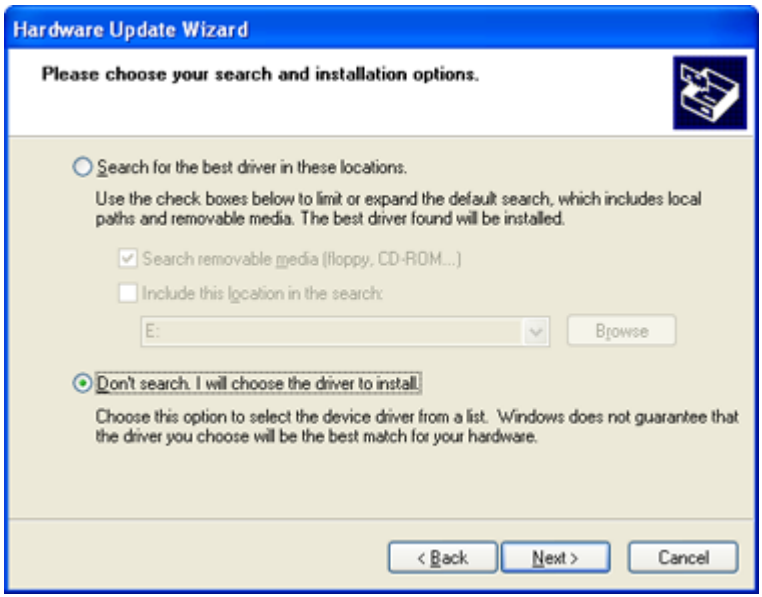
3. Select **No, not this time** and then click **Next**.

Hardware Update Wizard
Welcome to the Hardware Update Wizard
Windows will search for current and updated software by looking on your computer, on the hardware installation CD, or on the Windows Update Web site (with your permission).
Read our privacy policy
Can Windows connect to Windows Update to search for software?
Yes, this time only
Yes, now and every time I connect a device
No, not this time
Click Next to continue.
< Back
Next >
Cancel

4. Select **Install from a list or specific location (Advanced)** and then click **Next**.


Hardware Update Wizard
This wizard helps you install software for:
Broadcom NetXtreme 57xx Gigabit Controller
If your hardware came with an installation CD or floppy disk, insert it now.
What do you want the wizard to do?
Install the software automatically (Recommended)
Install from a list or specific location (Advanced)
Click Next to continue.
< Back
Next >
Cancel

5. Select **Don't search, I will choose the driver to install** and then click **Next**.


Hardware Update Wizard
Please choose your search and installation options.
Search for the best driver in these locations.
Use the check boxes below to limit or expand the default search, which includes local paths and removable media. The best driver found will be installed.
Search removable media (floppy, CD-ROM...)
Include this location in the search:
E:
Browse
Don't search. I will choose the driver to install.
Choose this option to select the device driver from a list. Windows does not guarantee that the driver you choose will be the best match for your hardware.
< Back
Next >
Cancel

6. Click the **Have Disk** button and browse to one of the following driver setup files:

For PCMCIA or PCI Express a/b/g Adapters

- <ADMInstallDir>\Driver\WinXP\ad5314.inf on Windows XP (32-bit)
  or
  <ADMInstallDir>\Driver\WinVista\ad5314v.inf on Windows Vista (32-bit) or Windows 7 (32-bit)

These adapters include:

- Cisco® 802.11a/b/g Cardbus Wireless LAN Client adapter CB21AG-A-K9
- Netgear® WAG511 v1 or v2
- Linksys® WPC55AG (v1.0, v1.1, v1.2 or v1.3 Hardware Version)
- Ubiquiti Networks SRC (SuperRange Cardbus) adapter
- Lenovo P/N 40Y7026 Mini PCI-Express adapter
- Ubiquiti PCI-Express card

NOTE The above adapters are not supported on 64-bit Windows 7.

For PCMCIA a/b/g/n Adapters

- <ADMInstallDir>\Driver\Moto5416\moto5416.inf on all operating systems.

These adapters include:

  - CACE Technologies AirPcap N a/b/g/n Cardbus - Atheros 5416 based chipset
  - AirMagnet® C1060 a/b/g/n Cardbus adapter - Atheros 5416 based chipset

For USB Adapters

- <ADMInstallDir>\Driver\MotoUSB\motousb.inf on all operating systems

These adapters include:

  - AirPcap NX USB 802.11a/b/g/n adapter
  - Proxim® ORiNOCO 8494 USB 802.11a/b/g/n adapter
  - Ubiquiti SR71-USB 802.11a/b/g/n adapter

7. After selecting a driver setup file, click **Open**.
8. Click **OK** to install the driver. If a dialog window opens stating that the driver is unsigned, select **Continue Anyway**.
9. When the driver installation is finished, open Mobile 6.1 to see if the driver error still exists. If it does, you should re-install Mobile 6.1. Before re-installation of Mobile 6.1, uninstall the existing version by accessing the **Control Panel** and selecting **Add or Remove Programs**.

On 64-bit Windows 7, the following drivers are installed when installing Mobile 6.1: PCADSp50.sys and PCADMp50.sys. If your particular adapter was not installed during the Mobile 6.1 installation, you must manually copy them from the <ADMInstallDir>\Driver folder (directory) to the c:\WINDOWS\system32\drivers folder (directory). These drivers are required for proper operation of Mobile 6.1 in 64-bit Windows 7.

6 Support and Sales

Motorola Solutions Support Center

If you have a problem with your equipment, contact support for your region. Support and issue resolution are provided for products under warranty or that are covered by an Motorola Solutions Services agreement. Contact information and web self-service are available by visiting http://supportcentral.motorola.com .

When contacting support, please provide the following information:

- Serial number of the unit
- Model number or product name
- Software type and version number

Motorola Solutions responds to calls by email or telephone within the time limits set forth in support agreements. If you purchased your business product from a Motorola Solutions business partner, contact that business partner for support.

Customer Support Website

The Motorola Solutions Support Center website, located at http://supportcentral.motorola.com provides information and online assistance including developer tools, software downloads, product manuals, support contact information and online repair requests.

Manuals

http://supportcentral.motorola.com/support/product/manuals.do

MOTOROLA SOLUTIONS, INC
1303 E. ALGONQUIN ROAD
SCHAUMBURG, IL 60196
http://www.motorolasolutions.com

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